



Service Counselor 3- Learning Specialist

Tennessee Department of Treasury

To apply, submit your resume to: Treasury.Resumes@tn.gov

The Tennessee Department of Treasury impacts the lives of Tennesseans every day. Treasury is responsible for many of the financial operations of state government, including managing more than \$60 billion in assets through its various investment programs. We administer the State's Retirement Program, *RetireReadyTN*, which combines the state pension plan, Tennessee Consolidated Retirement System, and the State's Deferred Compensation plan. Treasury serves all Tennesseans by helping to educate and empower them to make smart financial choices, and by providing public-serving programs in the areas of college savings, financial literacy, unclaimed property, criminal injuries compensation, and more.

Job Overview:

The position reports to the Manager of TCRS Policy and Compliance, supports all facets of documenting procedures, and provides training to team members.

Key Responsibilities:

- Plan, organize and deliver periodic training to all staff on changes that impact the business.
- Maintain current procedures, policies, and training materials for all divisions of TCRS.
- Develop materials for TCRS areas where they do not currently exist or need updated as the result of law changes.
- Provide training, resource materials, and support to new employees.
- Maintains current TCRS Intranet Reference Web.
- Proactively learn new processes and system changes to ensure training delivery is current, as well as participate in testing system as needed.
- Provide back-up support as a Service Counselor or Retirement Quality Analyst during busy seasons.
- Perform other job-related duties as assigned.

Qualifications:

- Graduation from an accredited four- year college or university.
- Degree in math or business related fields preferred.
- Two years of successful full-time experience in a retirement or training related position.
- Excellent presentation and organizational skills, along with a high level of self-motivation is needed to be successful in this position.

The State of Tennessee is an Equal Opportunity Employer.

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